



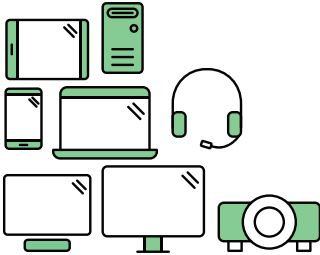
# User Manual

VXD-034QHDCET9



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## Say hello to a more sustainable product

IT products are associated with a wide range of sustainability risks throughout their life cycle. Human rights violations are common in the factories. Harmful substances are used both in products and their manufacture. Products can often have a short lifespan because of poor ergonomics, low quality and when they are not able to be repaired or upgraded.

**This product is a better choice.** It meets all the criteria in TCO Certified, the world's most comprehensive sustainability certification for IT products. Thank you for making a responsible product choice, that help drive progress towards a more sustainable future!

Criteria in TCO Certified have a life-cycle perspective and balance environmental and social responsibility. Conformity is verified by independent and approved verifiers that specialize in IT products, social responsibility or other sustainability issues. Verification is done both before and after the certificate is issued, covering the entire validity period. The process also includes ensuring that corrective actions are implemented in all cases of factory non-conformities. And last but not least, to make sure that the certification and independent verification is accurate, both TCO Certified and the verifiers are reviewed regularly.

### Want to know more?

Read information about TCO Certified, full criteria documents, news and updates at [tcocertified.com](https://www.tcocertified.com). On the website you'll also find our Product Finder, which presents a complete, searchable listing of certified products.

# 1. Product Description

## 1.1 Packing list

Please check the following items in the packing case before installation:

- One LCD display (including the base)
- One cord, one AC adaptor
- One user manual

If any of above items is missing, please contact with the dealer.

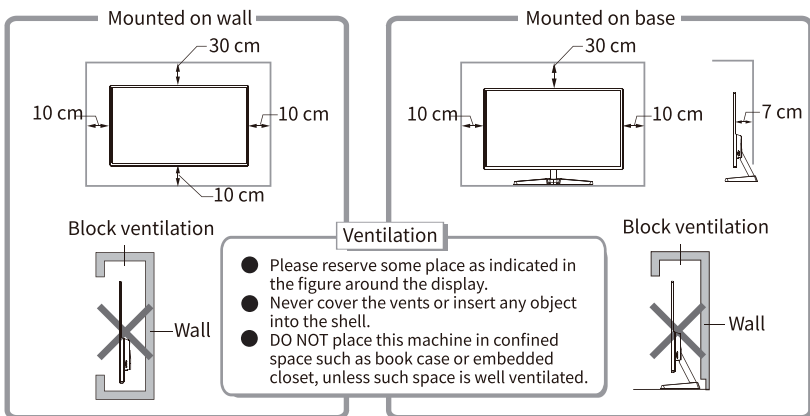
Attention: Accessories shall be subject to the real configuration.

## 2. Installation and Connection

### 2.1 Display installation

Installation instructions

- This machine should be installed adjacent to an easily pluggable AC power socket.
- For the sake of safety, we suggest that suitable wall-mounted bracket or base be used.
- In order to prevent injury, this machine shall be placed on a stable and level surface or fixed on a firm wall.
- For wall-mounting, please ask a professional to do so. Improper installation may cause instability of this machine.
- DO NOT place this machine in places with mechanical vibration.
- DO NOT place this machine in places where insects are accessible.
- DO NOT install this machine directly opposite to air-conditioner, otherwise its inner panel may bedewed and cause failure.
- DO NOT place this machine in places with strong electromagnetic field, otherwise it may be interfered by the electromagnetic wave and get damaged.



## 2.2 Instruction of Base Installation

1. Base installation steps:

- ① Connect the base and stand with the screws in the base.
- ② Align the three hooks on the base with the three holes on the machine, tilt them in the direction of the arrow and install them into the machine hole position, as shown in the Figure 2.
- ③ Press down in the direction of the arrow.

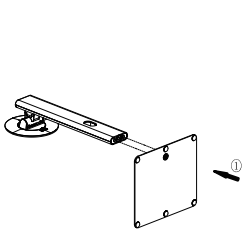


figure 1

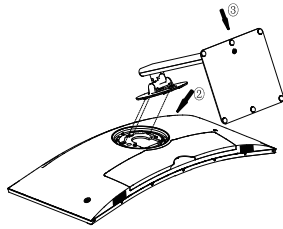


figure 2

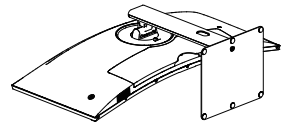


figure 3

2. When it is necessary to disassemble the entire base, do the following steps:

- ① Push the slider on the VESA cover of the base upwards, and tilt the the entire base in the direction of the arrow, as shown in Figure 1.
- ② Remove the entire base in the direction of the arrow.
- ③ Loosen the screws from the base and remove the base.

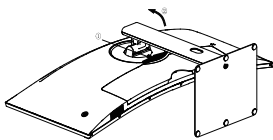


figure 1

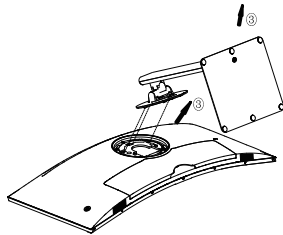


figure 2

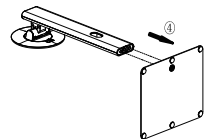


figure 3

### Installation Tips

- If you need to remove the base, first place the monitor face down in the original packaging protection material to avoid screen damage;
- For a base with quick disassembly and assembly functions, press the release button to remove the base in the reverse operation.

## 2.3 Signal line connection

Connect the signal line to output interfaces signal of HDMI/DP signals of PC, and the connect the other end of the signal line to the corresponding signal input port of the display.

## 2.4 Audio output

This machine supports earphone audio output.

## 3. Operation of Display

### 3.1 Safety protection

When the video signals of PC exceeds the frequency range of the display, the horizontal and field synchronizing signals will be shut down to protect the display. Then, you have to set the PC output frequency to an acceptable range so as to make the display work normally.

## 4. Technical Specifications of Product

Panel size	34"
Optimal working resolution	3440×1440@165Hz
Power input	24V --- 7A
Power supply management system : Normal working Standby	≤168W ≤0.5W
Requirements for working environment Altitude Working temperature and humidity Warehousing temperature and humidity	≤5000m 0°C~40°C 20%~85% -10°C~60°C 10%~90%

## 5. Basic Troubleshooting

Phenomenon	Troubleshooting
1. Light out/power indicator light is off	Check whether the display and the socket are well connected to power, and whether the display is in the shutdown mode.
2. Imageblurring, over-large, over-small, etc.	Enter the menu “Image Setting” and select “Auto Image Adjust” to automatically adjust the display.(Note: This function is only applicable to VGA signal input)
3. Image over dark	Enter the menu “Brightness and Contrast” to adjust the brightness and contrast of the display.
4. Display over heat	Leave at least 5cm of distance for ventilation around the display and do not place articles on the display.
5. Dark/ light spots when powering on	This is a normal phenomenon. It is due to the backlight illuminates unevenly at the initial phase of powering on caused by temperature difference. The backlight can illuminates normally after 20 minutes, and then the dark/light spots will be corrected.
6. Image distortion, blinking, shaking	Check computer setting, select the correct resolution and re-adjust the refresh frequency.
7. Power off noise	It is a normal phenomenon caused by display discharging in the process of powering off.



The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

## **6. Service, Warranty and Pixel Policy**

Dustin rules for Voxicon Displays regarding Service, Warranty and Pixel Policy

### **Pixel Policy Rules**

Dustin's Pixel Policy for VOXICON

Displays: Dustin will judge pixel error on VOXICON according to ISO 13406-2 class 2, allowing maximum 2 constant bright pixels, 2 constantly dark pixels, 5 defective subpixels, 2 cluster errors (incorrect pixels in a 5 \* 5 pixel range). Totally OK with a maximum of 5 defective pixels. This per 1 million pixels.

### **Warranty Rules and DOA**

#### **Warranty times for VOXICON:**

- Displays: 3 years warranty

#### **Rules regarding DOA products**

DOA time limit: The customer has 14 days from receipt of the product to report a DOA to Dustin.